



Special Awards Highlight Service Recognition

ISDH administrators honored the dedication of long-term ISDH employees during ceremonies on Tuesday, March 4, in the ISDH Rice Auditorium at 2 North Meridian Street. The ISDH presented 78 service awards that recognized individual anniversaries of five consecutive years of service, or anniversaries of multiples of five years of service. Recognition for the most extensive service was accorded to Louis Douglas, who has been with the ISDH Laboratories for 55 years.

Special awards were also given to recognize exemplary service. One employee in each of the five commissions (major divisions) of the Indiana State Department of Health and an employee from the Silvercrest Children's Development Center received one of these awards. Special awards were also given to one employee selected by the Deputy State Health Commissioner, and to a group of employees demonstrating exceptional teamwork during 2002.

Each of the individual special awards was accompanied by a framed photo and aphorism, illustrating qualities demonstrated by the individual receiving the award. The team award consisted of a kinetic sculpture, resembling a bridge, which assembled with the push of a button on the base.

Each commission winner was selected by the assistant commissioner administering that commission. The award winners, with associated aphorisms, were as follows:

The **Immunization** division won the **Winning with Teamwork Award**: – *"The bridges that span our goals and dreams are built by teamwork. Coming together is a beginning; keeping together is progress; working together is a success."*

The winning members of the Immunization division team are Donna Allen, Steve Allen, Lisa Combs-Creech, Dave Ellsworth, Karen Gordon, Charlene Graves M.D., Debra Hopseker, Simon Korazemo, Sharon Longenecker, Brenda Mason, Gloria Redfern, Michael Runau, Delaine Sans, Steve Sellers, and Betty Weber.

Assistant Commissioner Renee Miller presented **John Bishop**, Silvercrest Business Administrator, with the **ISDH Institution Award**: *Creativity* – *"An organization that is committed to creative collaboration will ride the wave of the future. They will go beyond the realm of assumptive thinking & welcome the dawn of innovation... Because there is nothing more empowering than an idea whose time has come."*

Assistant Commissioner Renee Miller chose **Debbie Smith**, Operational Services, for the **Operational Services Commission Award**: *Quality* – *"Countless, unseen details are often the only difference between mediocre and magnificent."*

Deputy State Health Commissioner Michael



TEAMWORK AWARD is displayed by Immunization group at ceremonies on March 4. Present for photo are (back row, l. to r.) Terry Adams, Charlene Graves, M.D., Debra Hopseker, Simon Korazemo, Karen Gordon, David Spicer, and Wendy Gettelfinger; (front row, l. to r.) Bev Sheets, Steve Sellers (holding award), Gloria Redfern, and Betty Weber. Team members not appearing in photo: Michael Runau, Delaine Sans, Dave Ellsworth, Steve Allen, Donna Allen, Lisa Combs-Creech, Karen Gordon, Brenda Mason, Sharon Longenecker, and Joe Hunt, assistant commissioner.



KATHY LOCKE receives award from Deputy State Health Commissioner Michael Hurst.



DEBBIE SMITH (left) receives award from Renee Miller, assistant commissioner for Operational Services.



JOHN BISHOP receives ISDH Institution Award from Renee Miller, assistant commissioner for Operational Services.



MARC LOCASCIO (right) is congratulated on his award by Joe Hunt, assistant commissioner for Information Services and Policy.

Hurst presented **Kathy Locke**, Human Resources, with the **Deputy Commissioner's Award: Never Give Up** – "Go over, go under, go around or go through, but never give up."

Assistant Commissioner Joe Hunt presented **Marc LoCascio**, Information Technology Services, with the **Information Services & Policy Commission Award: Achievement** – "Unless you try to do something beyond what you have already mastered, you will never grow."

Assistant Commissioner Wendy Gettelfinger presented **Weilin Long**, CSHCS, with the **Children & Family Health Services Commission Award: Integrity** – "Wisdom is knowing what path to



MAUREEN MCLEAN (left) receives award from Assistant Commissioner Joni Albright, Community Health Development Services.



WEILIN LONG (right) receives award from Assistant Commissioner Wendy Gettelfinger, Children and Family Health Services.

take next...integrity is taking it."

Assistant Commissioner Joni Albright presented **Maureen McLean**, Maternal & Child Health, with the **Community Health Development Services Commission Award: Optimism** – "People who attempt the difficult often attain the impossible."

Assistant Commissioner Liz Carroll presented **Marylee Gruver**, Acute Care, with the **Health Care Regulatory Services Commission Award: Dare to Soar** – "Your attitude almost always determines your altitude in life."

Joe Hunt also received a special commendation from **Deputy State Health Commissioner Michael Hurst**.



MARYLEE GRUVER (left) receives award from Assistant Commissioner Liz Carroll, Health Care Regulatory Services.



JOE HUNT (left) receives special award from Deputy State Health Commissioner Michael Hurst.

2003 Service Awards

The annual service awards presentations to staffs in the various commissions at ISDH were made by State Health Commissioner Greg Wilson, M.D., Deputy State Health Commissioner Michael Hurst, and the assistant commis-

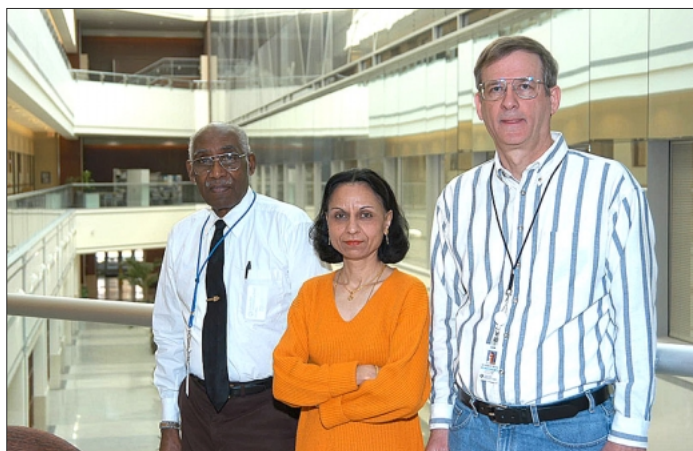
sioners in appreciation of employees who celebrated anniversaries during the previous calendar year of 5, 10, 15, 20, 25, 30, and 55 years. Each five-year group received the following tokens of appreciation: 5 years: ISDH Mug; 10 years: pen; 15 years: calculator; 20 years: tote bag; 25 years: attache bag; 30 years: "Service" framed print; and 55 years: a book clock.

In the service list (above right and on the next page) are the years of service, followed by employee's name, and the employee's work group.



COLLEAGUES give Louis Douglas a round of applause (right) as he rises to receive his award for 55 years of service at ceremonies held March 4.

Yrs.	Name	Work Group
55	Louis Douglas	LRC
30	Teresa Barlow	ISP
30	Jerry Kuhn	Asset Service Ctr
30	Darrell Rose	LRC
25	Chris Bourke	Sanitary Engr
25	Wendy Clingaman	Childhood Lead
25	Dave Dotson	LRC
25	Teresa Foreman	Consumer Protection
25	Chris Friedman	ITS
25	Kiran Khurana	LRC



ISDH LAB VETERANS pose for photograph in the atrium of the laboratories on the Indiana Medical School Campus. They are (l. to r.) Louis Douglas, 55 years of service; Kiran Khurana, with 25 years; and Darrell Rose, with 30 years.

More Service Awards

Yrs.	Name	Work Group
25	Barbara Lyles	MCH
25	Pat McMurray	LRC
25	Harold Miller	Acute Care
25	Gloria Redfern	Immunization
25	Norma Selby	Finance
25	Bob Sunman	Local Liaison
20	Queen Bowman	WIC
20	Liana Retzner	Sanitary Engr.
15	Tina Austin	Finance
15	Virginia Delfin	LRC
15	Sandra Gorsuch	HIV/STD
15	Cynthia Grandia	EIS
15	Ed Hartle	LRC
15	Angela March	Food Protection
15	Yaqub Masih	HIV/STD
15	Jodi Meyer	Long-Term Care
15	David Miller	LTC
15	John Morse	Acute Care
15	Mary Louise Reynolds	LTC
15	Terrell Sharlow	Weights & Measures
15	Barbara Smith	LTC
15	Carolyn Waller	MCH
15	Henry Wolfe	Food Protection
10	Ann Armyey	Long-Term Care
10	Deborah Barnhizer	Sanitary Engr
10	Deborah Beers	Long-Term Care
10	Mary Bisbecos	MCH
10	Mary Collins	Long-Term Care



NORMA SELBY, Finance (left), and **BARBARA LYLES**, Maternal and Child Health, commemorate their 25th service anniversary with a photo.



JERRY KUHN, Asset Services, and **TERESA BARLOW**, Information Services and Policy, are both 30-year employees of ISDH.



HAROLD MILLER, Acute Care, is a 25-year employee.



JOHN DAVIS, Human Resources (left), regales attendees at the March 4 ceremonies with his announced (mock) intention to give an "acceptance speech," from the scroll he holds, following his receipt of a five-year service award from Deputy State Health Commissioner Michael Hurst.

Yrs.	Name	Work Group
10	Avona Connell	Acute Care
10	Fred Finney	Oral Health
10	Karen Gordon	Immunization
10	Kathy Locke	HR
10	Rebecca Luft	Long-Term Care
10	Steve Martin	Finance
10	Nancy Maxwell	Long-Term Care
10	Carol Novotny-Elmer	Long-Term Care
10	Karen Schmidt	HR
10	Janice Wright	LTC
5	Donald Beeler	Local Liaison
5	Paul Britton	Chronic Disease
5	John Davis	HR
5	Sandy Dockery	HR
5	Bill Fouty	ITS
5	Darlene Earls	Acute Care
5	Jessie Gibson	Acute Care
5	Faye Hall	Acute Care
5	Vicki Harmon	Acute Care
5	Todd Hite	Sanitary Engineering
5	Debra Hopseker	Immunization
5	Betty Hudson	MCH
5	Shaleen Johnson	Vital Records
5	Simon Korazemo	Immunization
5	Lisa Lague	Chronic Disease
5	Casey McIntire	CHDS
5	Carla Neary	Long-Term Care
5	Marianne Noone	CSHCS
5	Sharon Quarles	Vital Records
5	Atossa Rahmanifar	ERC
5	Kathee Saylor	EIS
5	Marka Secuskie	Finance
5	Judith Shepherd	Acute Care
5	Nellie Simpson	Local Liaison
5	Janice Spall-Cullen	Vital Records
5	Joann Stewart	Local Liaison
5	Angela Strass	Long-Term Care
5	Robin Tharpe	Vital Records
5	Adrian Walls	MCH
5	Sandee Webb	ITS



THE 25-YEAR VETERANS, seated for a photo, are (l. to r.) **CHRIS FRIEDMAN**, Information Technology Services; **GLORIA REDFERN**, Immunization; **WENDY CLINGAMAN**, Childhood Lead Poisoning Prevention; **TERESA FOREMAN**, Consumer Protection; and **BOB SUNMAN**, Local Liaison Office.

All Service Recognition
Photos by Daniel Axler



SEASONED ISDH CLINICAL LAB SURVEYOR Ken Ziegler discusses his lab survey findings with lab staff. Before starting work with ISDH 18 years ago, Ziegler worked for 11 years as a medical technologist like the ones he now surveys. Besides his 29 years in the field his credentials include a B.S. in zoology and chemistry and an M.S. in biology.

Medical Lab Technologists Protect Patient Health

April 20-26 is National Medical Laboratory Technology Week, which offers an opportunity to the public to reflect on the contributions made by medical laboratory technologists to patient and public health.

Physicians, when making decisions affecting a patient's health and life, frequently choose one medical intervention over another based on what lab test results tell them. Epidemiologists also rely on laboratory results to monitor, respond to, and choose interventions to limit outbreaks of disease.

For these reasons, according to Ken Ziegler, lab test results must be accurate and reliable. Ziegler is one of the four medical laboratory surveyors in ISDH's division of Acute Care. To ensure the accuracy of every lab test made, medical lab technologists follow and document established procedures. The technologist is responsible for seeing that compounds and reagents meet exacting standards and that any test equipment used is clean, functional, and has been periodically and accurately recalibrated. When any of these conditions are not met, test results must be rejected, the error or problem detected, and a new test conducted until it can be verified as accurate, according to Ziegler.

Ziegler makes the rounds of the medical laboratories, hospitals, blood banks, blood centers, sperm banks, to ensure that documentation exists that verifies all of the applicable quality control and quality assurance steps have been taken throughout the work conducted by the laboratories. Federal regulations apply to most of the work conducted by medical laboratories under rules known as CLIA (Clinical Laboratory Improvement Amendments).

"The CLIA laboratory surveyors do more varied types of surveys than any other group that I am aware of," according to Wanda Proffitt, ISDH Acute Care surveyor supervisor.

"These are the different types of surveys: CLIA laboratory certification, Food Sanitation Licensure, Hospital Licensure, Blood Center Licensure, Artificial Insemination Licensure, and Portable X-Ray certification. They (ISDH CLIA surveyors) do any complaint surveys that fall under any of the above regulations, as well as Universal Precautions breaches alleged to have occurred in one of these type facilities," Proffitt said.

One of the many surveys that Ziegler performs ensures that the blood supply is appropriately screened by the Red Cross and meets regulatory requirements including quality control, quality assurance, and refrigeration up to the time of use. "There are 12 different tests that are done, including AIDS and hepatitis. Each unit of blood is tagged, which documents the tests have been completed, before delivery to the hospital," Ziegler said. I check the documentation of the American Red Cross to make sure they're doing the tests correctly," Ziegler said.

Proclamation

WHEREAS, clinical laboratory professionals, including cytotechnologists, histologic technicians, histotechnologists, medical laboratory technologists, medical technologists, pathologists, and phlebotomists, serve a vital role in every aspect of health care in Indiana; and

WHEREAS, these well-educated, highly-trained health professionals, who perform and evaluate medical laboratory tests to detect, diagnose, monitor treatment, and to help prevent diseases, help to save countless lives on a daily basis; and

WHEREAS, it is appropriate to set aside time to honor and congratulate all Indiana State Department of Health employees who serve the citizens of Indiana through some aspect of the performance of laboratory testing or through regulatory oversight to assure that patients in Indiana receive quality care through quality laboratory testing; and

WHEREAS, April 20 - 26, 2003, has been declared National Medical Laboratory Technology Week to recognize and celebrate the approximately 265,000 medical laboratory professionals and 15,000 board certified pathologists who perform and interpret clinical laboratory tests in the United States;

NOW, THEREFORE, I, FRANK O'BANNON, Governor of the State of Indiana, do hereby proclaim April 20 - 26, 2003, as

MEDICAL LABORATORY TECHNOLOGY WEEK

in the State of Indiana, and invite all citizens to take due note of the observance.

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused to be affixed the Great Seal of the State of Indiana at the Capitol in Indianapolis on this 31st day of March, 2002.

BY THE GOVERNOR: Frank O'Bannon
Governor of Indiana

Attest: Sue Anne Gilroy
Secretary of State